

**HUMAN RESOURCE ENTERPRISE
CUSTOMER COUNCIL MEETING
Grimes South Conference Room
May 5, 2004 at 1:30 p.m.**

Agenda Item	Notes
Member's Present	Nancy Richardson, Chair-Transportation, John Craig, Vice-Chair-AFSCME, Ron Pothast-Civil Rights, Bill Snyder-Judicial, Bill Gardam-Human Services, Lance Noe-Drake, Bev Schmeling-Public Safety and Cindy Morton-Revenue
Member's Absent	Dean Lerner-Inspections and Appeals, Karen Sinclair-Treasurer, Roger Stirler-Education and Penny Westfall-Law Enforcement Academy
Other Attendees	Nancy Berggren-DAS-HRE, Ed Holland-DAS-HRE, Dave Werning -Inspections and Appeals, Mary Ann Hills-DAS-HRE, Daryl Frey- DAS-HRE, Denise Sturm DAS, Mollie Anderson- DAS, Patti Allen-DAS, Richard Blahnik- DAS-SAE, Maryanne Mickelson-DAS, Marty Deaton- DPS, and Carol Stratemeyer- DAS.
Opening Remarks	<ol style="list-style-type: none"> 1. Chairperson, Nancy Richardson called the meeting to order. 2. Cindy Morton made the motion to approve the revised minutes from the April 7, 2004 meeting and John Craig 2nd the motion. 3. The motion carried and the minutes were approved.
Financial Update	<p>Denise Sturm updated the Customer Council on the financial meetings Steve Lindner and she are having with each department. Denise is providing to each department the Utility Services reference guide and a prototype billing.</p> <p>Denise told the Council that 10.8 million dollars will be distributed to departments with the final distribution taking place in July. Departments will not have to pay merit billings in the future, however, the merit billing amount was excluded from the DAS distribution departments are receiving. The FY 05 distributions will become part of their base in FY 06.</p>
Customer Council Information	Mollie Anderson thanked the Council for their service, in particular the difficult job of establishing rates. Mollie updated the council on the work DAS has completed since July 1, 2003 including surveying DAS services and classifying each as a utility, marketplace or leadership function, establishing the Customer Councils, remodeling the billing system, moving to full accrual accounting, and finalizing the fund distribution. Mollie also acknowledged that there is more work to accomplish including the education of our customers and employees about the changes that are underway. Mollie emphasized the role of the Customer Council in representing the customers and reviewing business plans.
Customer Council Communications	<p>Patti Allen distributed a memo titled "Update on Customer Council Communications". Topics discussed included:</p> <ul style="list-style-type: none"> • Establishment of a "real-time" Internet presence at the DAS website that would include current meeting locations, agendas, minutes and member lists so that customers can access information easily. • A bi-monthly customer council newsletter that recaps issues under development in all councils and includes a summary of recent meetings by council. This newsletter would be distributed via e-mail. • Periodic "open house" customer council meetings for which all agency customers are notified. <p>After discussion, the Council agreed that a newsletter has merit and should include Council input as well as information about DAS. The Council also acknowledged that additional methods to distribute information may still be necessary.</p>
Customer Council Member Terms	<p>Patti Allen recapped the method by which original members for each council were selected. Then, she explained two methods for future terms. Proposal 1 converts council members to three-year terms and proposal 2 provides for two-year terms. Patti explained that proposal 1 requires a change in the rules and the Customer Council by-laws. DAS will take these proposals to each Customer Council for a recommendation, then the issue will be taken to the DAS Advisory Committee for final determination..</p> <p>The Council agreed that it preferred proposal 1, three- year terms. In addition, the Council proposed starting the three- year term in July 2004 instead of July 2003. The Council believes this is important because of the steep learning curve necessary for serving on a customer council. Patti Allen will take this issue to the other Customer Councils and report back at the June meeting.</p>

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Complaint Resolution Process	Nancy Berggren discussed the status of the Complaint Resolution Process. Nancy Richardson asked that Council members have changes to the process to Nancy Berggren by close of business May 7 th . The changes will then be given to the other two customer councils for their recommendations. DAS will report actions taken by the GSE and ITE Customers Councils regarding the Complaint Resolution Process at the next HRE Customer Council.
Topics for next meeting:	<ol style="list-style-type: none">1. Updates on Complaint Resolution Process and Council member terms2. HRE Report on Customer Input Meetings3. Data report including numbers of layoffs in state government and updated usage totals.4. FY 06 Budget Update5. Methods to bundle services.
Next meeting:	June 9, 2004, Grimes North Conference Room at <u>1:00 p.m.</u>
Meeting Adjourned:	The meeting was adjourned at 3:30 p.m.